

Swimming at Mercure Hotel from November 2020



We are so excited to welcome you back to the pool. As with many things in life, there are some new procedures that you need to be aware of at your chosen venue. You will find everything you need to know about the Mercure Hotel below – please read it very carefully.

If you would also like to read about what, as your chosen swim school, Puddle Ducks is doing to keep you, your child and our team members safe, we have summarised all the steps we are taking including our risk assessment procedure, cleaning and hygiene regimes and temporary changes to the way our lessons will be run [here](#).

Arrival time

Please do not arrive any earlier than 10 minutes before your lesson starts. This should give you enough time to get poolside and prevents lots of people from waiting around in spaces which may be too small to handle it in the current situation.

Arriving swim-ready

You and your child should arrive swim-ready at the venue i.e. with your swimming costume/trunks/swim nappy on underneath your clothes. This is to remove the need to use the changing rooms before your class.

We appreciate that those children still in nappies might need a nappy change just before their lessons. Ideally this can be done in the car before entering the building but if not, please take a change mat to the poolside with you and make sure you have nappy bags and another bag in which to put the nappy bag to ensure there is no waste left visible at poolside.

We advise that you all bring a change mat that can be rolled up and placed in your bag, especially those of you who have little ones who would normally use a change table or a bench.

Face Coverings

We fall into the category of 'indoor places where social distancing may be difficult and where you will come into contact with people you do not normally meet.' Therefore, it is a requirement for all of our customers to wear a face covering except when they are in the pool.

Spectators

No spectators are allowed at the Mercure Hotel

If you require assistance due to a disability (either your own disability or your child's), then you are able to bring a spectator to help as necessary. Please let the office know.

By not allowing spectators, we are able to practice social distancing more effectively.



Parking at the venue

Please adhere to social distancing where possible in the car park.

Entering the building

Please make use of the hand sanitiser on entry to the building.

Signing in/Letting us know you are here

Please complete the register at the leisure club reception.

Toilets

Are in use in each of the changing rooms and regularly cleaned by hotel staff.

Changing rooms

Changing rooms are in use although the showers inside them are not. Spaces have been marked out where you can change whilst keeping socially distanced.

Please adhere to social distancing guidance in the changing rooms.

Entering the pool area

Please wash your hands before entering the pool area.

A one-way system is in place, please use the hand sanitiser before entering and keep left towards the poolside area where you can remove your outer clothing. You will need to wait whilst keeping a social distance from other customers until the teacher calls you for your lesson.

Exiting the pool area after your lesson

On exiting the pool please make your way to the changing rooms. We advise that you bring easy, comfortable clothing for both you and your child – items like onesies might be easiest for children to get changed quickly and keep them warm.

Leaving the building

When you are ready to leave the building, please wash your hands or use the hand sanitiser provided and make your way to your car/mode of transport. In order to maintain a one-way system the exit is via the door on poolside.